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ABSTRACT OF THE DISCLOSURE

An agent facility monitors and performs management tasks on the fuel dispenser positions of a refueling environment. The agent facility collects event information including dispenser component data, performs diagnostic operations on the component data, and executes maintenance operations according to the results of the diagnostic tests. The diagnostic procedure manipulates event-specific variable information and then employs a rule-based evaluation procedure that applies the manipulated variable information to specific rules associated with the detected event. These rules involve a comparative analysis relative to predetermined reference measures. The rules are implemented in a programmable event table having plural records each associated with a respective event. Each record includes instructions on the type of data processing operation to perform, instructions on the type of evaluation procedure to perform on the processed data, and instructions specifying the type of maintenance operation and/or control operation to perform in response to the outcome of the evaluation.